

# Business Zone Ethernet View Asset

BT Wholesale Online

V.1



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Help

## View Asset

Here's a summary of your asset details.

Service reference	ETHA00010856	Status	Active
Network service reference	ETHN00010850	Service point	102, 1, SHARADA
Network name	1-UJLN31_testing	Date installed	22/05/2007
Account name	-----	Address	
Billing account	0455811030		

Diagnose Raise a fault Modify Cease

Expand all Collapse all

Service configuration

Associated in-service connections

Associated in-progress connections



# Version Control

Date	Change	Version
14/11/16	User Guide Published.	1



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**BT**wholesale

# Introduction

## What is the new Ethernet View Asset Journey?

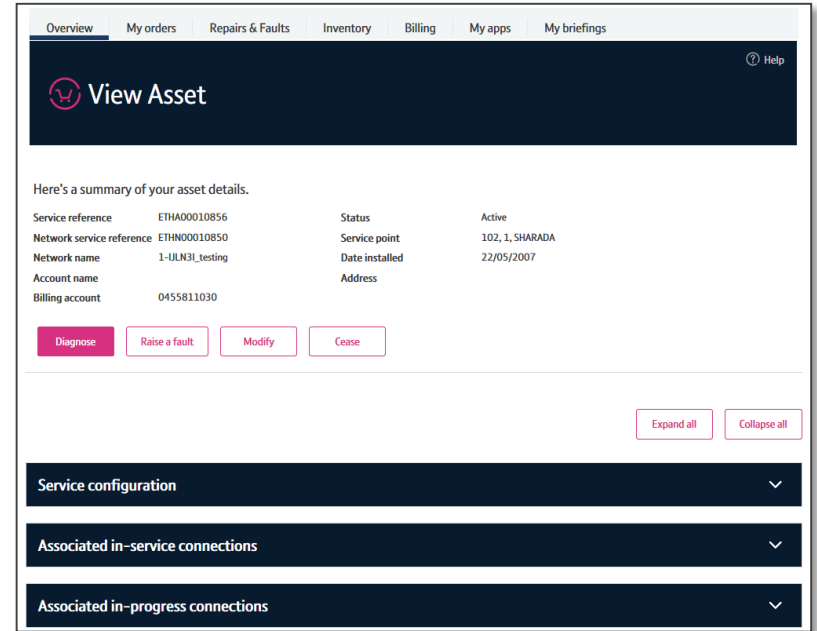
We're replacing the current Eco Plus view asset journey with a new improved journey for Ethernet.

Accessed via My BT Wholesale (formally Business Zone), the new journey will allow you to make it easier to

- View the details of your Ethernet assets

The new journey has improved navigation and layout, is compatible with modern browsers, is more stable and easier to use than Eco Plus.

We'll be introducing further changes to the Ethernet order/fault journeys, giving you a great online experience.



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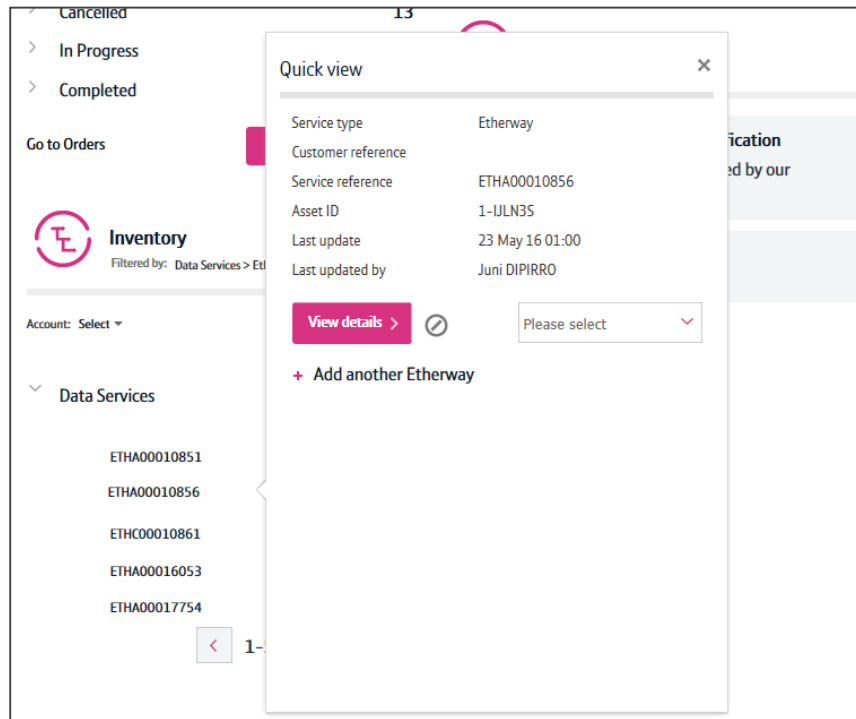
# Available view asset journeys

The new view asset journey is now available from My BT Wholesale for the following products;

- Etherway Fibre
- Etherway Copper
- Etherflow Connected

You can find your assets by using the search or by using the filters on the overview page in the inventory section.

When you have found your asset, click on the reference to see the quick view and then click on the view details button.



The screenshot displays the 'Inventory' section of the BT Wholesale system. A 'Quick view' modal is open, showing details for an Etherway asset. The modal includes the following information:

Service type	Etherway
Customer reference	
Service reference	ETHA00010856
Asset ID	1-UJN3S
Last update	23 May 16 01:00
Last updated by	Juni DIPIRRO

Below the details, there is a 'View details' button, a 'Please select' dropdown menu, and a '+ Add another Etherway' button. The background shows a list of asset references under the 'Data Services' section, including ETHA00010851, ETHA00010856, ETHC00010861, ETHA00016053, and ETHA00017754.



# Pre-requisites

## What do I need to access the new journey?

- You need correct access and privileges, including My BT Wholesale (Business Zone). If you don't have this, please contact your company administrator to action.
- The journey is currently only available for Etherway Fibre, Etherway Copper and Etherflow Connected,
- You must be using a Windows machine and using the latest version of Internet Explorer, Chrome or Firefox.
- Mobile devices, Mac and Safari are not supported.

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### View Asset

Here's a summary of your asset details.

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Network service reference	ETHN00010850	Service point	102, 1, SHARADA
Network name	1-ILN31_testing	Date installed	22/05/2007
Account name		Address	
Billing account	0455811030		

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Associated in-service connections

Associated in-progress connections



# Searching for an asset

## Step 1: Logging in

- Go to [www.btwholesale.com](http://www.btwholesale.com)
- Enter your Username and Password
- Click 'Login'

Once logged in, you'll be taken to My BT Wholesale (Business Zone).

If you aren't taken to My BT Wholesale, you can arrange the correct access with your company BT Wholesale administrator.

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My BT Wholesale >

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My BT Wholesale

The new home for My Applications, Briefings and Business Zone

Username

rossett

Password

By clicking Log in, you agree to our [Terms of Use](#) and [Privacy Policy](#).

Login >

Can't access your account? >

Register a new account >

We're making it possible

How? By giving you the right solutions, the right help and the right support so you can provide your customers with exactly what they need.

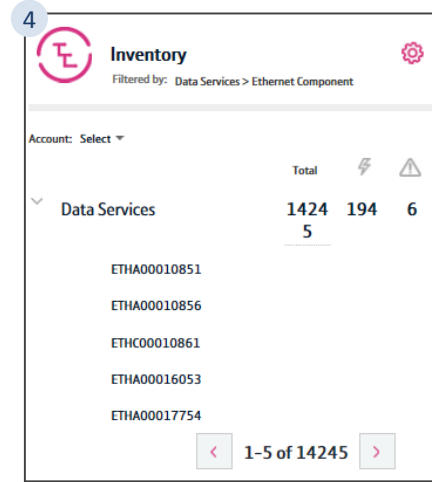
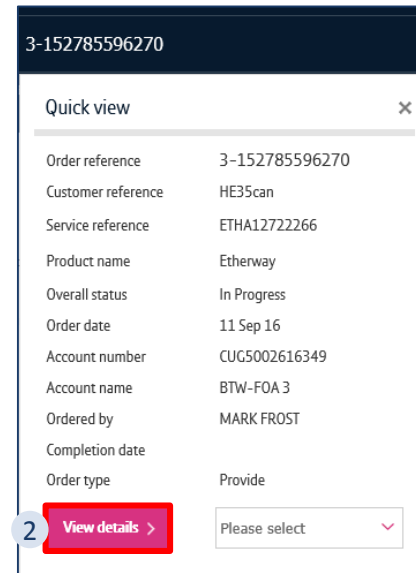


# Searching for an asset

## Step 2: Searching

There's a lot of different ways you can search for an asset in My BT Wholesale. The easiest way is by entering your service reference in the search bar.

1. Click on the reference number to view the order quick view. This will take you to the quick view.
2. On the quick view, click 'view details' to see your asset **or**
3. Alternatively, when searching for your asset, click on 'view details' in the search results bar to directly go to the view asset screen.
4. You can also find the asset by using the filters on the inventory section of the Overview page and on My orders page.





# Viewing your asset

## 1. Asset Details

This section gives you a view of the details associated with the asset. This includes service point for Etherway Fibre, the date the service was installed, billing account etc.

From here, if you have the correct permissions, you can also:

- a) Diagnose and raise a fault
- b) Modify or cease the service

If you can't see the correct options, please contact your company administrator.

## 2. Service details and associations

This section allows you to see more details around the existing service and services associated with the asset.

The screenshot shows the 'View Asset' page. At the top right is a 'Help' icon. Below the header, a summary of asset details is provided:

Service reference	ETHA00010856	Status	Active
Network service reference	ETHN00010850	Service point	102, 1, SHARADA
Network name	1-UJLN3_testing	Date installed	22/05/2007
Account name		Address	
Billing account	0455811030		

Below the table are four buttons: 'Diagnose', 'Raise a fault', 'Modify', and 'Cease'. To the right of the main content area are 'Expand all' and 'Collapse all' buttons. The bottom section contains five expandable panels: 'Service configuration', 'Associated in-service connections', 'Associated in-progress connections', 'Associated orders', and 'Associated faults'.



# Viewing your asset

## 2. Service configuration

This section allows you to see how the service is configured.

1. The configuration section allows you to apply filters to the configuration details you are viewing.
2. Here, you can see the details for the filter you've applied.

The screenshot displays the 'Service configuration' section of a user interface. At the top, a dark header contains the title 'Service configuration' and a downward arrow. Below the header, a message states: 'Here are the configuration attributes for your order.' A horizontal line separates this from the 'Configuration section', which is indicated by a blue circle with the number '1'. The configuration section contains several items: 'Maintenance Category 3', 'Etherway', and a table of attributes. The table has two columns: 'Attribute' and 'Value'. The table content is as follows:

Attribute	Value
Access Category	EAD
Access Preference	Not Applicable
Activation Charge Discount %	0
AssociatedETHRId	
Associated Product Type	

Navigation controls are visible on the right side of the configuration section, including a blue circle with the number '2' and a pagination indicator '1 - 2 of 2'. At the bottom right of the configuration section, there is another pagination indicator '1 - 5 of 6+'. The interface uses a clean, modern design with light blue accents and a white background.



# Viewing your asset

## 3. Associated in-service connections/accesses

This section allows you to see assets associated with the service you are viewing.

If you are viewing an Etherway, you'll be able to see where they are connected to. This includes details of the associated Etherflow and it's connected Etherway.

If you are viewing an Etherflow, you'll be able to see the associated Etherways it's connected to.

In this section, you can click on the service reference (ETHA/ETHC) to view that asset.

Associated in-service connections					
Here are all the connections directly linked to this asset.					
Product name	Service reference	Billing account	Status	From A End service ID	To B End service ID
Etherflow - Connected	ETHC00010861	1-UGF19	Active	ETHA00010851	ETHA00010856

< 1 - 1 of 1 >

Associated in-service accesses					
Here are all the accesses directly linked to this asset.					
Product name	Service Reference	Billing account	Status	Town/City	Post code
Etherway	ETHA00010851	1-UGF19	Active		
Etherway	ETHA00010856	BULLDOG COM...	Active		

< 1 - 2 of 2 >



# Viewing your asset

## 4. Associated in-progress connections

If you are viewing an Etherway asset, you can use the 'Associated in-progress connections' section to view any associated Etherflows that are being provided.

Clicking on the 'Service Reference' will allow you to view the order details.

### Associated in-progress connections

Here are all the pending connections that will be directly linked to this asset.

Product name	Service reference	Billing account	Status	From A End service ID	To B End service ID
Etherflow - Connected	ETHC00010861	1-IJGF19	Active	ETHA00010851	ETHA00010856

< No Records >



# Viewing your asset

## 5. Associated orders

The associated orders section allows you to see details of recent orders associated with your asset.

You can click on the BT Reference to view the order details.

Associated orders					
Here are all the orders that have been placed on this asset.					
BT reference	Service Reference	Date received	Type	Status	Your order reference
1-2805072372	ETHC00315880	13/01/2012 13:29:41	Add	Complete	



# Viewing your asset

## 6. Associated faults

The associated faults section allows you to see recent faults raised associated with the service you are viewing.

You can click the 'BT Reference' to view the fault in Eco Plus.

Associated faults							
These are all the faults that have been raised on this asset.							
BT reference	Status	Your fault reference	Description	Date reported	Latest update	Clear code description	Clear code action
3-11440853373	Open		test	06/08/2014 11:13:04	04/03/2015 15:56:13	NA	NA
3-3293698688	Closed		Customer could not p...	27/07/2013 07:14:...	03/09/2013 08:47:...	Customer could not p...	NA
1-2529999213	Closed		Customer decided no...	09/08/2010 04:39:...	22/11/2010 07:44:...	Customer decided no...	NA
1-2417364266	Closed		Testers	28/12/2009 02:56:...	09/07/2013 10:56:...	::	NA
1-2417310848	Closed		Testers	28/12/2009 02:28:...	09/07/2013 09:31:...	,,	NA

1 - 5 of 5+



# Contingency

## Contingency – Eco Plus

If at any point there is a need to stop using the new journey to view your assets, you can still use Eco Plus.

You can access Eco Plus via the 'My Apps' section on My BT Wholesale.

1. Log into My BT Wholesale and click 'My Apps'
2. Locate 'Eco Plus' and click 'Open App'
3. From the Inventory section, click 'Single Account Search'
4. Select your account (if necessary), enter the service ID in the 'Service Reference' field then click 'Search'.

You'll now be taken to the view asset screen on Eco Plus.

The screenshot illustrates the navigation process through the My BT Wholesale portal. It is divided into four numbered steps:

- Step 1:** The user is on the 'Business zone overview' page. The 'My apps' menu item in the top navigation bar is highlighted with a red box.
- Step 2:** The 'Eco Plus' section is shown. A red box highlights the 'Open app >' button.
- Step 3:** The 'Inventory' section is displayed. The 'Single account search' link is highlighted with a red box.
- Step 4:** The 'Inventory search' form is shown. The 'Select account' dropdown is set to 'BTW-FOA 3' and the 'Service reference' field contains 'ETHC00000011'. The 'SEARCH' button at the bottom right is highlighted with a red box.



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